

**HEALTH SERVICES  
RESEARCH  
&  
DEVELOPMENT  
SERVICE**

■

**CENTERS  
OF  
EXCELLENCE  
AND  
RESOURCE CENTERS**

**2003**



**HEALTH SERVICES  
RESEARCH  
&  
DEVELOPMENT  
SERVICE**



**CENTERS  
OF  
EXCELLENCE  
AND  
RESOURCE CENTERS**

**2003**



---



***The Health Services Research and Development Service (HSR&D) is a program within the Veterans Health Administration's Office of Research and Development. HSR&D provides expertise in health services research, a field that examines the effects of organization, financing and management on a wide range of problems in health care delivery—quality of care, access, cost and patient outcomes. Its programs span the continuum of health care research and delivery, from basic research to the dissemination of research results, and ultimately to the application of these findings to clinical, managerial and policy decisions.***

---

## TABLE OF CONTENTS

<b>■ DIRECTOR'S MESSAGE</b>	2
<b>■ CENTERS OF EXCELLENCE</b>	
<b>Center for Practice Management and Outcomes Research</b> - Ann Arbor, MI <i>Director: Rodney A. Hayward, MD</i>	3
<b>Center for Health Quality, Outcomes, and Economic Research</b> - Bedford, MA <i>Director: Mark J. Prashker, MD, MPH</i>	4
<b>Center for Health Services Research in Primary Care</b> - Durham, NC <i>Director: Eugene Z. Oddone, MD, MHSc</i>	5
<b>Rehabilitation Outcomes Research Center for Veterans with Central Nervous System Damage</b> - Gainesville, FL <i>Director: Pamela Duncan, PhD, FAPTA</i>	6
<b>Midwest Center for Health Services and Policy Research</b> - Hines, IL <i>Director: Kevin B. Weiss, MD, MPH, MS</i>	7
<b>Houston Center for Quality of Care and Utilization Studies</b> - Houston, TX <i>Director: Carol M. Ashton, MD, MPH</i>	8
<b>Center for Mental Healthcare and Outcomes Research</b> - Little Rock, AR <i>Director: Richard R. Owen, MD</i>	9
<b>Center for Health Care Evaluation</b> - Menlo Park, CA <i>Director: John W. Finney, PhD</i>	10
<b>Center for Chronic Disease Outcomes Research</b> - Minneapolis, MN <i>Director: Hanna B. Rubins, MD, MPH</i>	11
<b>Center for Health Equity Research and Promotion</b> - Pittsburgh, PA <i>Director: Michael M. Fine, MD, MSc</i>	12
<b>Veterans Evidence-Based Research, Dissemination, and Implementation Center</b> - San Antonio, TX <i>Director: Jacqueline A. Pugh, MD</i>	13
<b>Northwest Center for Outcomes Research in Older Adults</b> - Seattle, WA <i>Director: Stephan D. Fihn, MD, MPH</i>	14
<b>Center for the Study of Healthcare Provider Behavior</b> - Sepulveda, CA <i>Director: Lisa V. Rubenstein, MD, MSPH</i>	15
<b>■ RESOURCE CENTERS</b>	
<b>Management Decision and Research Center</b> - Boston, MA <i>Director: Martin P. Charns, DBA</i>	16
<b>VA Information Resource Center</b> - Hines, IL <i>Director: Denise M. Hynes, RN, MPH, PhD</i>	17
<b>Health Economics Resource Center</b> - Menlo Park, CA <i>Director: Paul G. Barnett, PhD</i>	18

## DIRECTOR'S MESSAGE



**Health Services Research & Development Service (HSR&D)** works to identify, advance, and promote effective, efficient strategies and methods that improve the organization and delivery of healthcare, while optimizing patient and system-level outcomes. A significant part of this work is carried out through HSR&D's thirteen Centers of Excellence and three Resource Centers, which represent the diversity and breadth of HSR&D research. In 1982, HSR&D began providing core funding to Field Programs in an effort to expand health services research capacity and further support the integration of research and practice. Over the years, these programs have developed and blossomed into thriving centers of innovation that have exceeded our best expectations. In 1996, Field Programs were renamed Centers of Excellence (COE) to better reflect their mission and goals. COEs not only conduct vital health services research but also house HSR&D's

Career Scientists and Career Development Awardees and provide fertile ground for other mentoring and training programs. In addition, COEs play a key role in HSR&D's Quality Enhancement Research Initiative that specifically targets eight diseases/conditions prevalent among veterans and works to translate research into front-line clinical care.

Each COE develops its own research agenda, is affiliated with a VA Medical Center and collaborates with local schools of public health and universities to carry out its mission. The research at each COE serves to energize the facility and network with which they are affiliated, and provides a constant source of innovation, creativity, and support. COE research focuses on an array of topics such as quality improvement, chronic diseases, primary care, mental health, substance use disorders, racial disparities in health care, pain management, and outcome evaluation of alternative treatments, to name just a few.

In addition to the 13 COEs, HSR&D funds three Resource Centers: the Management Decision and Research Center (MDRC) in Boston, the VA Information Resource Center (VIReC) in Hines, IL, and the Health Economics Resource Center (HERC) in Menlo Park, CA. The MDRC conducts management research and works to synthesize information from the research community, as well as the management and policy-making communities, so that policy is informed by research, and research is responsive to the needs of senior managers. VIReC provides information to researchers, managers, and clinicians about data sources within VA, as well as select sources outside VA, while HERC, the newest Resource Center, is dedicated to increasing VA's capacity to conduct high quality health economics research and cost-effectiveness studies.

Inside these pages, we provide an overview of each Center of Excellence and Resource Center, their specific research agendas, and short biographical information on the Center Directors who provide leadership and invaluable expertise. I cannot find the words to express my pride in the directors, investigators, clinicians, and staff that give their talent, time, and boundless energy to maintain the high standards that we have come to expect from our Centers. Their work is an inspiration and the life's blood of HSR&D.

**John G. Demakis, MD**

*Director*

*Health Services Research & Development Service*

---

## CENTER FOR PRACTICE MANAGEMENT AND OUTCOMES RESEARCH

### ANN ARBOR, MICHIGAN

Investigators at the Center for Practice Management and Outcomes Research promote optimal management of resource-intensive care for the nation's veterans. The Center is housed in the Ann Arbor VA Medical Center and maintains close ties with the University of Michigan Schools of Medicine and Public Health. Research priorities include quality monitoring and improvement, outcome evaluation of alternative treatments, practice and outcomes variations, telemedicine, resource allocation, and shared decision-making.



*Director:  
Rodney A. Hayward, MD*

**Rodney A. Hayward, MD** joined VA as Director of the Center in 1996. As a general internist with special research and clinical expertise in quality monitoring and improvement and in the care of type 2 diabetes mellitus, Dr. Hayward also serves as Research Co-Chair for the Diabetes Mellitus group of VA's Quality Enhancement Research Initiative (QUERI), a program that focuses on translating research into practice.

Dr. Hayward received his training in health services research and biostatistics as a Robert Wood Johnson Clinical Scholar at UCLA, and at the RAND Corporation, Santa Monica. He joined the faculty at the University of Michigan in 1988, where he is currently a professor in the Division of General Medicine at the Medical School and in the Department of Health Management and Policy at

the School of Public Health.

Dr. Hayward's research includes examining measurements of health care quality and health status, environmental and educational factors affecting physician practice patterns, quality improvement initiatives, and the impact of provider decision making on costs and quality, especially as it relates to diabetes care. In addition, he is studying the impact of variations in primary care physicians' practices on diabetes care costs and outcomes, and is evaluating cost-effective approaches to preventing the end-stage complications of diabetes.

---

**Center for Practice Management and Outcomes Research  
VA Ann Arbor Health Care System  
PO Box 130170  
Ann Arbor, MI 48113-0170  
Director: Rodney A. Hayward, MD  
Telephone: (734) 761-2200  
Email: rhayward@umich.edu**

---

## CENTER FOR HEALTH QUALITY, OUTCOMES, AND ECONOMIC RESEARCH

### BEDFORD, MASSACHUSETTS

Research at the Center for Health Quality, Outcomes, and Economic Research focuses on developing strategies to enhance the delivery, efficiency, and quality of health care for the nation's veterans. Located at the Edith Nourse Rogers Memorial Veterans Hospital, the Center is affiliated with the Boston University School of Public Health and the Boston University Department of Medicine's Section of General Internal Medicine. Primary areas of research include: health economics, productivity measurement, quality assessment in ambulatory and long-term care, health outcomes measurement, case-mix measurement, cost effectiveness analysis, and decision analysis. It is the one of the largest Centers of its kind, with 26 full time faculty and over 100 staff.



*Director:  
Mark J. Prashker, MD, MPH*

**Mark J. Prashker, MD, MPH**, a rheumatologist, has served as Center Director since 1995. Dr. Prashker received his undergraduate degree in economics from Princeton University and his medical degree from the Medical College of Pennsylvania. His graduate medical education included a residency in internal medicine at the University of Pittsburgh and a fellowship in rheumatology at Boston University. Dr. Prashker received his MPH from the Boston University School of Public Health.

In 1992 Dr. Prashker joined the faculty of the Boston University School of Medicine and the Boston VAMC. In the same year he was awarded a Research Associate Career Development Award from VA's Health Services Research and Development Service. He currently serves as Associate Professor of Medicine at the Boston University School of Medicine, and as Associate Professor of Health Services and Chairman of the Health Services Department at the Boston University School of Public Health.

Dr. Prashker conducts research in the area of health economics. His projects include: developing an econometric model to estimate the demand for outpatient rheumatology care; investigating the cost-effectiveness of osteoarthritis and low back pain care by comparing the costs and outcomes of generalists with those of sub-specialists; assessing and comparing the costs of VA nursing home care units with those of nursing homes that VA contracts with for patient care, and developing cost models for medications.

---

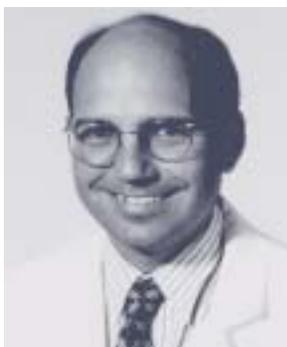
***Center for Health Quality, Outcomes and Economic Research  
VA New England Health Care System  
200 Springs Road, Building 70  
Bedford, MA 01730  
Director: Mark J. Prashker, MD, MPH  
Telephone: (781) 687-3250  
Email: prashker@bu.edu***

---

## CENTER FOR HEALTH SERVICES RESEARCH IN PRIMARY CARE

### DURHAM, NORTH CAROLINA

Developing a system-wide strategy that enhances the delivery, quality, and efficiency of primary care for veterans is the objective of the Center for Health Services Research in Primary Care. Current research addresses health care access, health care processes and outcomes in primary care, generalist-specialist differences in the provision of health care, racial disparities in health care, and patient preferences for advance directives. The Center is affiliated with the Durham VA Medical Center, and has academic affiliations with Duke University and the University of North Carolina at Chapel Hill.



*Director:  
Eugene Z. Oddone, MD, MHS*

**Eugene Z. Oddone, MD, MHS** is a practicing general internist, Associate Professor in Medicine at Duke University Medical Center, and has been Director of the Center since June 1997. Dr. Oddone joined VA in 1989 as a staff member of the Durham VA hospital.

After graduating with honors from the University of Colorado School of Medicine, Dr. Oddone completed internal medicine training at Duke University Medical Center, where he served as chief medical resident. He was an A.W. Mellon Fellow in Epidemiology in the Division of General Internal Medicine at Duke, where he also completed a Master's of Health Sciences in biometry. A graduate of the VA Career Development Program in Health Services Research, Dr. Oddone was a recipient of the Robert Wood Johnson Generalist Physicians Faculty Scholars Program Award. Other significant honors

include the Haskel Schiff Award for Excellence in Clinical Medicine, and the Eugene A. Stead Award for Excellence in Teaching, both awarded by the Duke house staff.

Dr. Oddone's areas of research interest include access to health care, understanding racial differences in access and use of health care, and improving the quality of care in stroke prevention and management.

---

**Center for Health Services Research in Primary Care**  
**VA Medical Center**  
**Building 6, HSR&D**  
**508 Fulton Street**  
**Durham, NC 27705**  
**Director: Eugene Z. Oddone, MD, MHS**  
**Telephone: (919) 286-6936**  
**Email: [oddon001@mc.duke.edu](mailto:oddon001@mc.duke.edu)**

## **REHABILITATION OUTCOMES RESEARCH CENTER FOR VETERANS WITH CENTRAL NERVOUS SYSTEM DAMAGE**

### **GAINESVILLE, FLORIDA**

The Rehabilitation Outcomes Research Center for Veterans with Central Nervous System Damage is jointly funded by the HSR&D and Rehabilitation R&D services. Located at the North Florida/South Georgia Veterans Health System, it is the first HSR&D Center to address rehabilitation outcomes research. It is also the first collaborative Center between HSR&D and Rehabilitation R&D, thereby integrating the skills of both rehabilitation and health services researchers.

The Center will focus on veterans who have suffered central nervous system damage (CNS) as the result of a stroke. Its mission is to enhance access, quality, and efficiency of rehabilitation services through interdisciplinary research and dissemination activities. The Center plans to develop a national database of outcomes for individuals with stroke, develop and test outcomes related to newly emerging rehabilitation therapies, and provide scientific evidence that will promote informed clinical policy in rehabilitation. Through this work, the Center will help to optimize care and functional recovery for veterans with CNS damage. The Center will collaborate with investigators at the University of Florida, Gainesville.



*Director:  
Pamela Duncan, PhD, FAPTA*

**Pamela Duncan, PhD, FAPTA**, a physical therapist and epidemiologist, is Director of the Center. She joined the Gainesville VA as a Senior Health Researcher and is also Professor of Health Services Administration and Physical Therapy, and Director of the Brooks Center for Rehabilitation Studies at the University of Florida. Dr. Duncan earned her physical therapy degree from Columbia University in New York, and her PhD in Epidemiology from the University of North Carolina, Chapel Hill. She was a member of the Duke University faculty in Physical Therapy and Associate Director of the Center for Health Policy and Research at Duke. She joined the University of Kansas Center on Aging in 1994 to develop a research program in geriatric rehabilitation.

Dr. Duncan also served as Professor of Health Policy and Management at the University of Kansas Medical Center, Director of Research at the Center on Aging, and Senior Health Researcher at the Kansas City VA.

Currently, Dr. Duncan is co-principal investigator of the prestigious Claude D. Pepper Older Americans Independence Center Grant focused on stroke rehabilitation. She is also a member of the American Stroke Association Executive Council and is on the National Stroke Association's Board of Directors.

---

***Rehabilitation Outcomes Research Center for Veterans with Central Nervous System Damage  
North Florida/ South Georgia Veterans Health System***

***Research Service (151-B)***

***Gainesville, FL 32608***

***Director: Pamela Duncan, PhD, FAPTA***

***Telephone: (352) 376-1611 ext. 6843***

***Email: p.duncan2@hp.ufl.edu***

---

## MIDWEST CENTER FOR HEALTH SERVICES AND POLICY RESEARCH

### HINES, ILLINOIS

Researchers at the Midwest Center for Health Services and Policy Research focus on health systems research and chronic conditions. Primary research areas include: chronic care management, long-term care, quality assurance, cost-effectiveness, women's health, substance abuse, administrative databases, utilization, and access studies. The Center is affiliated with Northwestern University's Institute for Health Services Research and Policy Studies.



*Director:  
Kevin B. Weiss, MD, MPH, MS*

**Kevin B. Weiss, MD, MPH, MS** joined VA in 2000 as Director of the Center. He is also Senior Lecturer in Medicine at Northwestern University School of Medicine. He previously served as Associate Professor of Internal Medicine at the Rush Medical College and Director of the Center for Health Services Research at the Rush Primary Care Institute, Rush-Presbyterian-St. Luke's Medical Center in Chicago.

Dr. Weiss received his MD from the University of Health Sciences/Chicago Medical School in 1981, while at the same time earning a Master's in Physiology. He received his MPH in 1985 from the University of Illinois School of Public Health and a second Master's in Health Services Administration in 1987 from the Harvard University School of Public Health.

A former Robert Wood Johnson Generalist Physician Faculty Scholar, Dr. Weiss also served as Associate Professor of Health Care Sciences and Medicine at the George Washington University Medical Center in Washington, DC and Research Fellow at the Center for Health Policy Research at George Washington University. Additionally, he has held positions at the National Center for Health Statistics of the Centers for Disease Control and Prevention, and the National Institute of Allergy and Infectious Diseases.

Dr. Weiss conducts collaborative epidemiological and health services research projects involving chronic care management, outcomes measurement, and quality improvement. He has published extensively in the field of respiratory illness, with a focus on asthma.

---

**Midwest Center for Health Services and Policy Research  
Edward Hines, Jr. VA Hospital  
PO Box 5000  
Hines, IL 60141-5000  
Director: Kevin B. Weiss, MD, MPH, MS  
Telephone: (708) 202-2414  
Email: [Weiss@research.hines.med.va.gov](mailto:Weiss@research.hines.med.va.gov)**

---

## HOUSTON CENTER FOR QUALITY OF CARE AND UTILIZATION STUDIES

### HOUSTON, TEXAS

Research at the Houston Center for Quality of Care and Utilization Studies focuses on quality of care assessments and on the study of the levels and determinants of veterans' utilization of health services. The Center's expertise in using large health care databases for health services research and management has earned it a national reputation for excellence in large database analysis, both within and outside VA. The Center is affiliated with Baylor College of Medicine as well as the University of Texas School of Public Health, Rice University, the University of Houston, and Texas A&M University.



*Director:*  
*Carol M. Ashton, MD, MPH*

**Carol M. Ashton, MD, MPH** is a board-certified general internist and has been Director of the Center since July 1998. She served as Associate Director from the Center's inception in October 1990 until she was appointed Director.

Dr. Ashton joined the staff of the Houston VA Medical Center in 1983. She earned her medical degree from the University of Texas Medical Branch in Galveston and her Master's in Public Health from the University of Texas School of Public Health in Houston and currently serves as Professor of Medicine and Medical Ethics at Baylor College of Medicine.

Dr. Ashton's research interests include methods of quality assessment, determinants of health services utilization, and the use of large health care databases for quality-of-care and effectiveness research. Recently, she has been studying time trends and geographic variation in VA hospital and clinic use.

---

***Houston Center for Quality of Care and Utilization Studies***  
***VA Medical Center***  
***2002 Holcombe Boulevard***  
***Houston, TX 77030***  
***Director: Carol M. Ashton, MD, MPH***  
***Telephone: (713) 794-8601***  
***Email: [cashton@bcm.tmc.edu](mailto:cashton@bcm.tmc.edu)***

---

## CENTER FOR MENTAL HEALTHCARE AND OUTCOMES RESEARCH

### LITTLE ROCK, ARKANSAS

Investigators at the Center for Mental Healthcare and Outcomes Research seek to improve mental health care both within VA and nationwide, through health services research in clinical and policy areas. Research efforts encompass cognitive impairment, comorbidity, depression, schizophrenia, substance abuse, access to and utilization of mental health services, and outcomes of care. Located at the Central Arkansas Veterans Healthcare System in Little Rock, the Center collaborates with the University of Arkansas for Medical Sciences' College of Medicine, Department of Psychiatry and Behavioral Sciences, and College of Nursing.



*Director:  
Richard R. Owen, MD*

**Richard R. Owen, MD**, a psychiatrist, became Director of the Center in 1999 after having worked at the Central Arkansas Veterans Healthcare System since 1991. Dr. Owen is also the Research Coordinator of the Mental Health group of VA's Quality Enhancement Research Initiative (QUERI), a program that focuses on translating research into practice, and is Director of Services Research for the VISN 16 Mental Illness Research, Education, and Clinical Center (MIRECC).

Dr. Owen received his MD from the University of Minnesota Medical School and completed residency training in psychiatry at McLean Hospital/Harvard Medical School. He then completed a three-year psychopharmacology research fellowship at the National Institute of Mental Health (NIMH) in Bethesda, Maryland.

In 1994, Dr. Owen was awarded an HSR&D Research Career Development Award, followed by an Advanced Research Career Development Award in 1997. He currently serves as Associate Professor of Psychiatry at the University of Arkansas for Medical Sciences.

Dr. Owen's research interests include quality of care for schizophrenia and depression, guideline implementation strategies, and outcomes assessment. He has contributed to VHA's guideline development and performance measurement efforts in mental health, serving as Chair of the Evaluation Committee.

---

***Center for Mental Healthcare and Outcomes Research  
Central Arkansas Veterans Healthcare System  
Building 58, Room 113  
2200 Ft. Roots Drive  
North Little Rock, AR 72114-1706  
Director: Richard R. Owen, MD  
Telephone: (501) 257-1727  
Email: OwenRichardR@uams.edu***

## CENTER FOR HEALTHCARE EVALUATION

### MENLO PARK, CALIFORNIA

Research at the Center for Healthcare Evaluation emphasizes four main areas: improving the organization and delivery of health care services; patient decision aids, screening procedures, and clinical decision-making; evaluation of treatment for substance use and psychiatric disorders; and health services research methodology. Located at the VA Palo Alto Healthcare System, the Center is affiliated with Stanford University, the National Bureau of Economic Research, the Institute for Health Policy at the University of California, San Francisco, and the Center for Mental Health Services Research at the University of California, Berkeley.



*Director:  
John W. Finney, PhD*

**John W. Finney, PhD**, was appointed Director of the Center in August 2002, succeeding Dr. Rudolf Moos, who had been the Center Director since 1985. Dr. Finney also serves as the Research Coordinator for the Substance Use Disorders group of VA's Quality Enhancement Research Initiative (QUERI), a program that focuses on translating research evidence into practice.

Dr. Finney completed his graduate work in social psychology at the University of Colorado in 1974. After postdoctoral training in evaluation research at Northwestern University and two years as an assistant professor at New Mexico Highlands University, he joined the VA and the Social Ecology Laboratory at Stanford University in 1976, where he is currently Consulting Professor in the Department of Psychiatry and Behavioral Sciences.

Dr. Finney's research program focuses on patients with substance use disorders (SUDs). This research addresses four main issues: (1) evaluating the impact of treatments for SUDs; (2) identifying the processes or mechanisms through which SUD treatment exerts beneficial effects; (3) examining ways of matching patients and treatment in an effort to improve outcomes and reduce costs; and (4) conducting quantitative reviews (e.g., meta-analyses) of the SUD treatment outcome research literatures to identify efficacious/effective treatments as candidates for translation into practice.

---

**Center for Health Care Evaluation**  
**VA Palo Alto Health Care System (152)**  
**795 Willow Rd.**  
**Menlo Park, CA 94025**  
**Director: John W. Finney, PhD**  
**Telephone: (650) 493-5000 ext. 22848**  
**Email: john.finney@med.va.gov**

---

## CENTER FOR CHRONIC DISEASE OUTCOMES RESEARCH

### MINNEAPOLIS, MINNESOTA

Investigators at the Center for Chronic Disease Outcomes Research work to improve the delivery and accessibility of high quality, cost-effective health care for veterans with chronic disease. Research focuses on defining the health care interventions that improve outcomes for persons with chronic illness, carrying out evidence-based practices for improving outcomes in chronic disease, and developing and evaluating innovative models for managing chronic disease within an integrated service network. The Center collaborates with the Minneapolis VA Medical Center, and the University of Minnesota.



*Director:  
Hanna Bloomfield Rubins, MD,  
MPH*

**Hanna Bloomfield Rubins, MD, MPH** is the founding Director of the Center, which was established in 1998. Dr. Rubins began her VA career in Boston in 1980, after receiving her medical degree and Master's of Public Health from Boston University. While at the Boston VA Medical Center, she served as an intern, resident, and chief resident in internal medicine. In 1987, following a two-year general internal medicine/preventive medicine research fellowship at Boston University, Dr. Rubins returned to the VA. Since then, she has served as a staff physician in Boston and at the Minneapolis VAMC, where she is currently Chief of the Section of General Internal Medicine and Associate Professor of Medicine at the University of Minnesota School of Medicine.

Dr. Rubins' major areas of research interest are cardiovascular disease epidemiology and preventive cardiology with an emphasis on lipids. She is the principal investigator of a large, multi-center VA cooperative study evaluating outcomes of lipid therapy in heart disease patients whose primary lipid abnormality is a low level of HDL cholesterol.

---

**Center for Chronic Disease Outcomes Research  
VA Medical Center/VISN 23  
One Veterans Drive  
Minneapolis, MN 55417  
Director: Hanna Bloomfield Rubins, MD, MPH  
Telephone: (612) 725-1979  
Email: [bloomo13@tc.umn.edu](mailto:bloomo13@tc.umn.edu)**

---

## CENTER FOR HEALTH EQUITY RESEARCH AND PROMOTION

### PITTSBURGH, PENNSYLVANIA

The mission of the Center for Health Equity Research and Promotion is to reduce disparities in health and health care among vulnerable groups of veterans, including racial/ethnic minorities and the homeless. Researchers at the Center will develop and support research, education, policy making, and dissemination that focuses on disparities related to race/ethnicity, socioeconomic status, and comorbid illness in patients with conditions prevalent in the veteran population, such as cardiovascular disease, HIV, and alcohol and substance abuse. Two VA medical centers - VA Pittsburgh Healthcare System and the Philadelphia VA Medical Center - have partnered to form this Center, which is affiliated with the University of Pittsburgh and the University of Pennsylvania.



*Director:  
Michael M. Fine, MD, MSc*

**Michael M. Fine, MD, MSc**, a practicing internist at the VA Pittsburgh Healthcare System, is Director of the Center. He is an associate professor of Family Medicine and Clinical Epidemiology and a professor of Medicine at the University of Pittsburgh.

After earning his MD from Hahnemann Medical School in Philadelphia and his MSc in Epidemiology from Harvard, Dr. Fine served as an intern, resident, and Chief Medical Resident in Internal Medicine at Presbyterian-University Hospital in Pittsburgh. This was followed by a Fellowship for Faculty Development in General Internal Medicine at Harvard Medical School. During this time, he earned the National Associate's

Award for Outstanding Research, as well as the National Junior Faculty Award for Outstanding Research, both presented by the Society for General Internal Medicine. Dr. Fine's other awards include the Robert Wood Johnson Foundation Generalist Physician Faculty Scholar Award, and the Hahnemann University School of Medicine Alumni Association 15 year Professional Attainment Award.

Dr. Fine's research interests include epidemiology, infectious diseases - particularly pneumonia, physician prescribing practices, and racial disparities in health care.

---

**Center for Health Equity Research and Promotion  
VA Pittsburgh Healthcare System  
University Drive C, 11-East (130-U)  
Pittsburgh, PA 15240  
Director: Michael Fine, MD, MSc  
Telephone: (412) 688-6477  
E-mail: michael.fine@med.va.gov**

---

## VETERANS EVIDENCE-BASED RESEARCH DISSEMINATION, AND IMPLEMENTATION CENTER

### SAN ANTONIO, TEXAS

Researchers at the Veterans Evidence-Based Research, Dissemination, and Implementation Center (VERDICT) are dedicated to identifying the most effective and efficient means of getting research evidence into clinical practice. Their objectives are to: identify information needs for policy makers, administrators, clinicians, and patients; effectively translate research and produce and disseminate translation products; develop and share effective methods for implementation; and promote the understanding and appreciation of evidence-based practice within the VHA and elsewhere. VERDICT represents a collaboration between the South Texas Veterans Health Care System/Audie L. Murphy Division in San Antonio, and the Ralph H. Johnson Veterans Affairs Medical Center in Charleston, South Carolina. Scientific partners include the University of Texas Health Science Center at San Antonio, the Medical University of South Carolina (MUSC), and the University of Texas at Houston's School of Public Health.



*Director:  
Jacqueline A. Pugh, MD*

**Jacqueline A. Pugh, MD**, a primary care internist, has been Director of the Center since it was funded in April 1998. She is a professor of Medicine at the University of Texas Health Science Center at San Antonio, and has special interest in diabetes, provider behavior, and organizational change. Trained in clinical epidemiology and cross-cultural research, Dr. Pugh has many years of outcomes research and administrative experience.

Dr. Pugh has served as a member of the Scientific Advisory Committee to the U.S. Renal Data System and as chair of the Technical Advisory Council of the Division of Diabetes Translation at the CDC. Having participated in systematic literature reviews and national guideline and translation efforts for VA, she is a member of the VA National Clinical Practice Guideline Council and the QUERI Research and Methodology Committee.

Dr. Pugh's current research includes an observational study of guideline implementation and knowledge creation enablers. She has proposed developing a VA clinical practice guideline website with interactive features and an online reference library.

---

**Veterans Evidence-Based Research, Dissemination, and Implementation Center**  
**South Texas Veterans Health Care System**  
**Audie L. Murphy Division (11C6)**  
**7400 Merton Minter Blvd.**  
**San Antonio, TX 78229-4404**  
**Director: Jacqueline A. Pugh, MD**  
**Telephone: (210) 617-5314**  
**Email: [jpugh@verdict.uthscsa.edu](mailto:jpugh@verdict.uthscsa.edu)**

## **NORTHWEST CENTER FOR OUTCOMES RESEARCH IN OLDER ADULTS**

### **SEATTLE, WASHINGTON**

The Northwest Center for Outcomes Research in Older Adults focuses on ambulatory care, outcomes research, disease prevention/health promotion, and care of the aging veteran. The Center is a collaborative effort of the VA Puget Sound Health Care System and the Portland VA Medical Center. Major supporting community institutions include the University of Washington, the Center for Health Studies at Group Health Cooperative of Puget Sound, and the Kaiser Permanente Center for Health Services Research in Portland.



*Director:  
Stephan D. Fihn, MD, MPH*

**Stephan D. Fihn, MD, MPH** has served as Director of the Center since 1993. He joined the medical staff of the VA Puget Sound Health Care System in 1982 and has held several administrative positions, including Director of the General Internal Medicine Clinic, and Chief of the Section of General Internal Medicine.

Dr. Fihn received his medical degree from St. Louis University and performed his internship, residency, and chief residency in internal medicine at the University of Washington. He then obtained a Master's in Public Health from the University of Washington while a fellow in the Robert Wood Johnson Clinical Scholars Program.

He is a professor in the Departments of Medicine and Health Services at the University of Washington and also serves as head of the Division of General Internal Medicine. Currently, he is a fellow of the American College of Physicians and a past president of the Society of General Internal Medicine.

Dr. Fihn is the recipient of numerous research grants from the VA, National Institutes of Health, Agency for Healthcare Research and Quality and other agencies. In 2002, he received the Under Secretary's Award for Outstanding Achievement in Health Services Research, VA's highest award for health services researchers. Dr. Fihn's research focuses on the clinical epidemiology of common outpatient problems such as anticoagulation, urinary tract infections, ischemic heart disease, and chronic obstructive pulmonary disease as well as methods to improve the delivery of health services for these problems.

---

**Northwest Center for Outcomes Research in Older Adults  
VA Puget Sound Health Care System  
Mail Room 1/424  
1660 South Columbian Way  
Seattle, WA 98108  
Director: Stephan D. Fihn, MD, MPH  
Telephone: (206) 764-2430  
Email: [sfihn@u.washington.edu](mailto:sfihn@u.washington.edu)**

---

## CENTER FOR THE STUDY OF HEALTHCARE PROVIDER BEHAVIOR

### SEPULVEDA, CALIFORNIA

The Center for the Study of Healthcare Provider Behavior seeks to build a knowledge base that will help researchers, policy makers, and healthcare managers design, implement, and evaluate policies and programs that will improve health outcomes. Researchers focus on assessing quality of care in relationship to provider characteristics, developing and evaluating theoretical models to explain healthcare provider behavior, implementing and evaluating interventions, and evaluating the structural features of delivery systems that contribute to improved process and outcomes of care. The Center includes three VHA facilities - the Sepulveda and West Los Angeles campuses of the VA Greater Los Angeles Healthcare System, and the San Diego VA Healthcare System, in addition to three other collaborating institutions - the University of California campuses at Los Angeles and San Diego, and the RAND Health Program.



*Director:  
Lisa V. Rubenstein, MD, MSPH*

**Lisa V. Rubenstein, MD, MSPH**, board certified in internal medicine and geriatrics, has been Director of the Center since its inception in 1994. She joined the Sepulveda VA primary care faculty in 1991 and was Associate Chief of Staff for Ambulatory Care and Director of the Sepulveda VA Primary and Ambulatory Care Program from 1994-1998.

After receiving her MD from the Albert Einstein College of Medicine in 1976, Dr. Rubenstein completed her residency in general internal medicine at UCLA. She was then awarded a Robert Wood Johnson Foundation Clinical Scholars Fellowship and received a master's degree from the UCLA School of Public Health. In 1981 Dr. Rubenstein joined the faculty of the UCLA Division of General Internal Medicine. She moved to VA Greater Los Angeles Department of Medicine in 1991 and currently serves as Professor of Medicine at UCLA and VA Greater Los Angeles. She is also a Senior Natural Scientist at RAND in Santa Monica.

Dr. Rubenstein is an internationally recognized expert in quality of care research, with special interests in provider behavior, quality improvement, and evidence-based practice in primary care and geriatrics. In 2001, she received the Under Secretary's Award for Outstanding Achievement in Health Services Research, VA's highest award for health services researchers. Her recent work focuses on improving care for depression in primary care settings.

---

**Center for the Study of Healthcare Provider Behavior  
VA Greater Los Angeles Healthcare System (VISN 22)  
Sepulveda Ambulatory Care Center & Nursing Home  
16111 Plummer Street  
Sepulveda, CA 91343-2036  
Director: Lisa V. Rubenstein, MD, MSPH  
Telephone: (818) 895-9449  
Email: [lisar@rand.org](mailto:lisar@rand.org)**

## MANAGEMENT DECISION AND RESEARCH CENTER

### BOSTON, MASSACHUSETTS

The Management Decision and Research Center (MDRC) conducts, coordinates, and disseminates research to inform policy makers and managers about organizational and managerial practices affecting the quality, cost, and accessibility of patient care. The Center comprises three strongly interdependent programs: management research, management consultation, and information dissemination. Housed on the campus of the VA Boston Healthcare System, the MDRC is affiliated with the Boston University School of Public Health and the Donahue Institute for Governmental Services at the University of Massachusetts.



*Director:  
Martin P. Charns, DBA*

**Martin P. Charns, DBA** joined VA in 1992 when he was appointed Director of the Center. He is also Professor and Director of the Program on Health Policy and Management at the Boston University School of Public Health.

Dr. Charns is a graduate of Harvard Business School, where he earned his Master's and Doctorate in Business Administration, specializing in organizational behavior. He has held faculty positions at the Graduate School of Industrial Administration at Carnegie-Mellon University, the Schools of Management and Public Health at Boston University, and the Massachusetts General Hospital Institute of Health Professions. For the past fifteen years, he has been a member of the faculty of the Program for Chiefs of Clinical Services at the Harvard School of Public Health and was Director

ad interim of the Health Care Management Program at Boston University.

Dr. Charns has been Chairperson of the Health Care Administration Division of the Academy of Management and has served on the National Advisory Committee of the Strengthening Hospital Nursing Program, sponsored jointly by the Robert Wood Johnson Foundation and the Pew Charitable Trusts. Dr. Charns specializes in organizational design and change, particularly for health care organizations and industrial firms, and was recently honored with the Academy of Management, Health Care Management Division's best paper award for "Patterns of Coordination and Clinical Outcomes: A Study of Surgical Services." Currently, he is the principal investigator of a three-year National Science Foundation grant on implementing organizational change in private sector integrated health care delivery systems, as well as principal investigator of a 2½ year grant from the Robert Wood Johnson Foundation to conduct an evaluation of the Pursuing Perfection program. He recently completed a three-year evaluation of the Veterans Integrated Service Network (VISN) reorganization and service line management.

---

**Management Decision and Research Center  
VA Boston Healthcare System (152M)  
Building 4  
150 South Huntington Avenue  
Boston, MA 02130  
Director: Martin P. Charns, DBA  
Telephone: (617) 278-4433  
Email: martin.charns@med.va.gov**

---

## VA INFORMATION RESOURCE CENTER

### HINES, ILLINOIS

The principal focus of the VA Information Resource Center (VIREC) is to (a) inform the health services research community about the use and usefulness of VA and other select databases and (b) represent and advocate for the information needs of health services researchers within the Health Services Research & Development Service (HSR&D) and on behalf of HSR&D in other communities and structures of the VA. The activities of VIREC are intended to maximize the success of researchers in selecting and accessing databases, utilizing appropriate and cost-effective data and information systems, and anticipating changes in VA data sources and policies that affect measurement of health care delivery methods and quality. The creation of VIREC was inspired by the need to carry forward earlier HSR&D funded efforts to provide information about VA databases and to keep researchers up-to-date on, and participating in, information policies and programs of VA. By working to ensure knowledge of, and access to, emerging data systems and technology for the HSR&D community, VIREC supports quality health services research in the interest of improved VA patient care.



*Director:  
Denise M. Hynes, RN, MPH, PhD*

**Denise M. Hynes, RN, MPH, PhD** is a health services researcher, health economist, and nurse. She became Director of the Center in July 1998 and serves on several committees focusing on data security, database design, and health services research data needs.

Dr. Hynes earned her MPH from Johns Hopkins University School of Public Health in 1985 and, in 1991, her PhD from the University of North Carolina, Chapel Hill, in Health Policy and Administration, with a minor in Economics. With appointments at the Midwest Center for Health Services and Policy Research and the Cooperative Studies Program Coordinating Center (CSPCC) at the Edward Hines, Jr. VA Hospital, she is also Assistant Professor of Medicine at Loyola University, Chicago.

Dr. Hynes has extensive experience in health services research focusing on quality of care and economic issues in managing chronic illnesses. In particular, her research uses large databases and medical information systems. Her ongoing projects include a multi-site study evaluating cost effectiveness and access issues for management of end stage renal disease (ESRD), including VA and non-VA care, and a large collaborative project describing the role of VA and Medicare-covered care for VA patients. She recently completed a study focusing on the potential impact of a VA cooperative trial demonstrating a cost saving approach for anemia management of ESRD patients in the Medicare program. Dr. Hynes also has been involved in several studies evaluating resource use and costs of care, including randomized clinical trials coordinated through the CSPCC.

---

**VA Information Resource Center  
Edward Hines, Jr. VA Hospital  
PO Box 5000  
Hines, IL 60141-5000  
Director: Denise M. Hynes, RN, MPH, PhD  
Telephone: (708) 202-2413  
Email: [hynes@research.hines.med.va.gov](mailto:hynes@research.hines.med.va.gov)**

---

## HEALTH ECONOMICS RESOURCE CENTER

### MENLO PARK, CALIFORNIA

The Health Economics Resource Center is dedicated to improving VA's capacity to conduct high-quality economics research and cost-effectiveness studies. Researchers at the Center assist in evaluating the efficiency of VA programs and providers to help VA make better informed decisions about whether new health care interventions are sufficiently cost-effective for use throughout the VA system. The Center promotes health economics research by identifying changes in VA information policy needed for economics research and by creating forums for research dissemination.



*Director:  
Paul G. Barnett, PhD*

**Paul G. Barnett, PhD**, Director of the Center, is an economist at the HSR&D Center for Health Care Evaluation, and at the Cooperative Studies Program Coordinating Center at the VA Palo Alto Health Care System in Menlo Park.

Dr. Barnett received his PhD in Economics from the University of California, Berkeley, and currently is Consulting Assistant Professor in the Department of Health Research and Policy at Stanford University School of Medicine, and Health Economist with the Treatment Research Center at the University of California, San Francisco.

Dr. Barnett's research focuses on the cost-effectiveness of healthcare interventions and determination of the cost of VA provided health care. He conducts health services studies of the cost-effectiveness of substance abuse treatment, particularly methadone maintenance treatment, and is currently evaluating the cost-effectiveness of interventions targeted to HIV-positive drug users and to substance abuse patients with psychiatric disorders. Dr. Barnett is also working on other cost-effectiveness studies involving clinical trials of heart disease, and diagnosis of lung cancer using Positron Emission Tomography.

---

**Health Economics Resource Center**  
**VA Palo Alto Health Care System**  
**795 Willow Road**  
**Menlo Park, CA 94025**  
**Director: Paul G. Barnett, PhD**  
**Telephone: (650) 617-2630**  
**Email: paul.barnett@med.va.gov**



Health Services Research & Development Service  
Office of Research and Development  
Veterans Health Administration  
Department of Veterans Affairs



Produced by the Information Dissemination Program  
Management Decision and Resource Center  
VA Boston Health Care System (152-M)  
150 South Huntington Avenue  
Boston, MA 02130  
617-278-4433  
MDRC.Boston@med.va.gov

[www.hsrđ.research.va.gov](http://www.hsrđ.research.va.gov)